

**UNITED STATES DEPARTMENT OF AGRICULTURE  
FOOD SAFETY AND INSPECTION SERVICE  
WASHINGTON, DC**

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<h1 style="margin: 0;">FSIS DIRECTIVE</h1>	5500.2	12/14/05
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## NON-ROUTINE INCIDENT RESPONSE

### I. PURPOSE

This directive re-defines non-routine (emergency) incidents to include terrorist attacks and natural disasters such as hurricanes and tornadoes. It also provides instructions to Agency personnel on how to report such incidents involving FSIS-regulated product. This directive outlines the procedures followed by the Emergency Management Committee (EMC) in managing a non-routine incident. The EMC coordinates the use of resources from the various Agency program offices. This directive was formerly 6500.1 and is being renumbered to be included in the correct series. FSIS Form 6500-5 will now be numbered 5500-2.

### II. CANCELLATION

FSIS Directive 6500.1, 7/2/04  
FSIS Form 6500-5  
FSIS Notice 35-01

### III. RESERVED

### IV. REFERENCES

9 CFR Part 300 to end.

### V. BACKGROUND

A. A non-routine (emergency) incident consists of a grave or potentially grave threat to public health involving FSIS-regulated product. Examples of a non-routine incident are potentially widespread, life-threatening human illnesses caused by FSIS-regulated product deliberate contamination of FSIS-regulated product threat condition

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**DISTRIBUTION:** Inspection Offices; T/A Inspectors;  
Plant Mgt; T/A Plant Mgt; TRA; ABB; PRD; Import Offices

**OPI:** OPPED

Orange or Red with a specific threat to the food and agricultural sector and widespread animal health disease with severe economic consequences associated with FSIS-regulated product.

B. Natural disasters (hurricanes, tornadoes, earthquakes, etc.), terrorist attacks to the nation's critical infrastructures, and other Incidents of National Significance (INS) that result in the activation of the Emergency Support Function -11 (ESF-11), Agriculture and Natural Resources Annex of the National Response Plan, also constitute non-routine incidents.

C. Routine incidents are not considered emergencies and do not warrant activating the EMC (see Section IX). Routine incidents include most product recalls, consumer complaints, and reports of non-life threatening and isolated cases of human illnesses caused by FSIS-regulated product.

## **VI. EMERGENCY MANAGEMENT COMMITTEE**

A. The FSIS EMC is a standing committee that may be activated at anytime on any day of the year to address and manage the Agency's response to a non-routine incident involving the adulteration of FSIS-regulated product or to manage a significant event or potential public health issue that requires coordination and sharing of resources among program areas. In the event the incident does not result in FSIS-regulated product adulteration, the purpose of the EMC activation would be to determine how to work with other involved agencies and how to best supply the public with information about the safety of the product.

B. The EMC is comprised of senior management personnel (the Assistant Administrator (AA) or designee) from each of the eight FSIS program offices. Each program office EMC representative has the authority to commit, as necessary, the resources of their respective program office.

C. The AA or the EMC representative from the FSIS Office of Food Defense and Emergency Response (OFDER) serves as the Incident Commander (IC). The IC coordinates the work of the EMC in response to a particular emergency incident, including the development of an Incident Action Plan (IAP). Depending on the scope and complexity of the incident, the IC may designate members of the EMC to coordinate key activities critical to the management of the incident.

D. OFDER maintains an up-dated roster of on-call EMC members, including home, work, and cell phone numbers, as well as e-mail addresses. OFDER develops emergency incident reports (e.g., Situation Reports when the ESF-11 is activated) and monitors related intelligence. OFDER maintains the FSIS Situation Room and Agency preparedness plans in conjunction with the Department's Continuity of Operations Plans (COOP). In conjunction with the Department's Homeland Security Office, OFDER is FSIS' emergency incident liaison with other Federal agencies.

## **VII. AGENCY PERSONNEL RESPONSIBILITIES**

A. Agency personnel are to rapidly report any non-routine incident through normal supervisory channels. Supervisors are to summarize and submit non-routine incident information to the appropriate District Manager (DM), Compliance and Investigations Division (CID) Regional Manager (RM), Laboratory Director, or Division Director, as appropriate. These Managers and Directors may complete and submit a Non-Routine Incident Report (NRIR, see Section IX).

B. Information reported to the supervisor may include:

1. the name of the person who reported the incident,
2. date of the incident,
3. location of the incident,
4. the type of threat, hazard, or disease,
5. the type of product involved,
6. number of reported illnesses and deaths (if applicable),
7. product codes and weight (if available), and
8. other known Federal, state, and local responders to the incident.

## **VIII. COMPLETING A NON-ROUTINE INCIDENT REPORT (NRIR) (FSIS FORM 5500-2)**

A. FSIS program offices, the Department, and other government agencies all may submit information regarding a suspected non-routine incident involving an FSIS-regulated product to OFDER. In most cases, the NRIR will be submitted by an FSIS program office. Some non-routine incidents may be of such urgency that the manager, director, or AA initiating or reviewing the NRIR will immediately need to contact the OFDER AA or OFDER Senior Executive on-duty to discuss possible activation of the EMC.

B. The NRIR form can be found on the FSIS Intranet site at <http://foteam/OFSEP/emc> or in Outlook: \\Public Folders\\All Public Folders\\Agency Issuances\\Forms\\FSIS 5,000 Series.

C. When the responsible office within an FSIS program needs to submit an NRIS to OFDER, it is to do so in accordance with the following instructions:

1. If the Office of the Administrator receives notification of a non-routine incident,

it immediately notifies OFDER, which will prepare an NRIR.

2. For the Office of Program Evaluation, Enforcement, and Review (OPEER), NRIRs may be initiated by the Director of the Compliance and Investigations Division (CID), Director of the Internal Control Staff, and the Director of the Program Review Staff. In addition, the CID field staff (which previously completed Food Safety Import Alerts) may initiate an NRIR and forward it to the CID Regional Manager, while also providing a copy to OFDER.

3. For the Office of International Affairs (OIA), Import Inspection Division, Deputy Director for Import Operations (DDIO) or the DDIO's designee initiates the NRIR and forwards it to the Director of the Import Inspection Division. The Director reviews the incident report and forwards it to the OIA AA, while also providing a copy to OFDER. Should a foreign government notify OIA of a non-routine incident, the Directors of the Import Inspection Division, the International Equivalency Staff, the Import-Export Programs Staff and the Codex Programs Staff may also initiate an NRIR.

4. For the Office of Field Operations' (OFO) a District Manager (DM), or the DM's designated representative, initiates the NRIR. The report is then sent to the OFO EMC Senior Executive Duty Officer and a copy should also be sent electronically to OFDER.

5. For the Office of Public Affairs, Education and Outreach (OPAEO), the Directors of Executive Correspondence and Issues Management Staff (ECIMS), Congressional and Public Affairs Office (CPAO), Web Services Staff (WSS), Food Safety Education Staff (FSES), or Strategic Initiatives, Partnerships and Outreach Staff (SIPOS), may initiate an NRIR and send it to the OPAEO AA, who forwards it to OFDER. If applicable, notification of the incident is also sent to the affected program office via phone or e-mail. The Meat and Poultry Hotline Manager may also receive information that requires the initiation of an NRIR. The Hotline Manager should forward the NRIR to the FSES Director and to OFDER.

6. The Office of Public Health Science (OPHS), the Director of Human Health Sciences Division submits the NRIR to the OPHS AA and to OFDER if the non-routine incident originates from the consumer complaint monitoring system, the public health and epidemiology liaisons, or the FSIS liaison to the Centers for Disease Control and Prevention (CDC). The OPHS AA will initiate the report if the FSIS liaison for CDC reports the incident directly to the AA. The Director also notifies the affected program office via e-mail or by phone.

7. OFDER initiates an NRIR when laboratory test results are submitted to it by the OPHS Executive Associate for Laboratory Services (EALS) or when it receives information about a non-routine incident from the Office of the Administrator, an external agency, or the EMC emergency answering service.

8. For the Office of Policy, Program and Employee Development (OPPED), the Technical Service Center (TSC) initiates an NRIR and forwards the information to the

OPPED AA and the OFO District Manager. The Directors of the Center for Learning and the Inspection and Enforcement Initiatives Staff may also initiate an NRIR and forward it to the OPPED AA and to OFDER.

**Note:** In addition to these instructions, refer to your office's EMC standard operating procedures for more information on who may fill out the form.

C. Program employees who complete the NRIR are to save the form as a Word document using the following format to title the document: the name of the initiating Program Office (e.g., OPEER, OPAEO, OIA); the primary product involved (e.g., pork, beef); and the triggering event (e.g., glass, white powder). For example, in an incident involving a petroleum odor from sliced turkey, the title of the NRIR would be "OFO-turkey-odor.doc." For OPEER and OIA only, the title must also include the country from which the product originated. For example, an alert reporting pork egg roll from an ineligible country would be saved as "OPEER-pork-ineligible-"name of ineligible country".doc." Program employees are to send the completed NRIRs electronically to the **IF-OFDER** mailbox in Outlook.

D. All NRIRs sent to the IF-OFDER mailbox are automatically forwarded to all of the appropriate OFDER staff for review. The OFDER Senior Executive Duty Officer and the Investigative Recorder on duty when the NRIR is received will initiate the review. In some situations, an NRIR may be sufficiently urgent that the manager, director, or AA initiating or reviewing the NRIR should immediately contact the OFDER AA or OFDER Senior Executive on duty to discuss the possible activation of the EMC.

## **IX. ACTIVATING THE EMC**

A. The OFDER AA, in consultation with the program office AA, will review the NRIR submitted and, if appropriate, activate the EMC. All NRIRs received by OFDER, whether resulting in an EMC activation or not, will be posted to the EMC website.

B. The program office EMC representative will inform the supervisor who filed the incident report if and when the EMC is activated.

C. OFDER will contact the on-call EMC representatives for each program primarily by telephone and by e-mail if necessary. Each on-call EMC representative will be instructed to call a teleconference bridge number or report to a meeting location at a specified time to discuss the incident.

## **X. THE WORK OF THE EMC**

A. The EMC discusses and evaluates the information provided on the NRIR and determines what further information is needed to complete the assessment of the non-routine incident. The EMC also develops and implements an IAP whose execution is monitored by the IC.

B. The EMC coordinates the development of responses to questions about the incident, including responses to standard questions about illness prevention, hazard detection, incident containment, and remediation. The EMC also recommends Agency actions to detect and prevent the hazard that caused the incident, including the formation of an Incident Investigations Team, FSIS Directive 5500.3 (previously numbered 6500.2) to investigate matters such as why FSIS regulated product is causing illnesses.

C. The IC provides progress reports on IAP execution to the Senior Management Council (i.e., Office of the Administrator and AAs). All program areas are to routinely provide updates to assist the IC in tracking the incident response, reporting progress, and maintaining relevant documents and a chronology of events.

D. When the IAP is completed or the incident has been resolved, the IC, in conjunction with the Administrator and Senior Management Council, will deactivate the EMC. All EMC representatives and other parties will be notified and the NRIR will be closed.

Assistant Administrator  
Office of Policy, Program, and Employee Development